

QUALITY ANALYST II

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for overseeing and conducting evaluations to analyze, assess, and recommend revised or new operating methods and procedures to improve the review, tracking and reporting of performance of County contract deliverables. An incumbent takes a lead role in determining appropriate data and metric needs, designing data collection and performance reporting systems, and presenting findings to County leadership. This position differs from the Quality Analyst in that the incumbent has a greater scope of responsibility, supervisory duties, and advanced technical expertise. Work is performed under the general supervision of higher administrative personnel. Supervision is exercised over the work of subordinate personnel. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Develops methodology and tools to enable successful review of contract deliverable performance;

Refines the methodology and tools throughout the implementation of contract review;

Reviews project planning documents, such as contracts, invoices, interim reports, work plans, timelines, risk and issue management procedures, and progress tracking systems to report on the timely and successful delivery of contract services;

Supervises ongoing quality project activities, monitors progress, and reports any issues that threaten project success;

Directs day to day supervision of Quality Analyst;

Responsible for ongoing review of department approval of contract agency records to ensure compliance with established contract deliverables;

Determines appropriate data and metric needs and supervises collection of data on contract deliverables for distribution to Comptroller management, Executive departments, Legislative committees, and the public;

Represents the Comptroller in collaborations with various departments to ensure that contract agencies are timely and thoroughly reporting;

Advises other County staff and partners on data inventory and baseline/historical assessment of performance;

Advises on the identification of performance-related measures and ongoing implementation of performance management systems;

Assists in determining appropriate data collection methods to support performance measurement;

Develops clear, concise, and compelling presentations of performance measures via reports, charts, graphics or other descriptive or narrative devices using tools such as PowerBI;

Presents findings and recommendations to the Legislature and Executive;

Prepares detailed statistical and narrative reports regarding program outcomes and identified performance metrics;

Translates and disseminates evaluation results;

Represents the Comptroller in communications, meetings and site visits with County contract agencies and vendors of the County to evaluate program deliveries and facilities.

Advises departmental staff on using internal utilization of evaluation results to accomplish continuous quality improvement;

Assists audit staff in determining risks associated with vendor contracts and conducting audits of vendor quality performance;

Performs additional duties as assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND

PERSONAL CHARACTERISTICS: Thorough knowledge of methods of gathering and presenting information needed by management for the promotion of operational excellence; good knowledge of tools and methodologies for conducting program evaluations; working knowledge of governmental organizational structures, operating procedures, requirements and goals; working knowledge of spreadsheet and database applications; ability to use PowerBI for data visualization and reporting; working knowledge of DAX formulas and SQL for data analysis and querying; ability to use data analytics platforms and artificial intelligence(AI) tools; ability to supervise the work of others; ability to design a data collection and performance reporting process to meet specific program/project needs; ability to prepare narrative and statistical reports using computer software; ability to develop

clear and concise presentations; ability to write clear and accurate reports and records; ability to establish and maintain effective working relationships; ability to gather and organize pertinent data; ability to instruct employees in procedures; initiative; accuracy.

MINIMUM QUALIFICATIONS: Either:

A. Possession of a Master's Degree and two (2) years of full-time paid, or its part-time equivalent, administrative experience in program design, development or evaluation; quantitative and qualitative research methods; data analysis and visualization; program/project performance improvement; or organizational change management; **OR**

B. Possession of a Bachelor's Degree and three (3) years of full-time paid, or its part-time equivalent, administrative experience in program design, development or evaluation; quantitative and qualitative research methods; data analysis and visualization; program/project performance improvement; or organizational change management; **OR**

C. An equivalent combination of training and experience as indicated in A and B above.

Note: Your degree or college credits must have been awarded or earned by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

ULSTER COUNTY
5306 QUAL AN II
Classification: Competitive
Grade: 17
Union: CSEA

Adopted: December 19, 2024